

MOTOR COACH INDUSTRIES



December 23, 2000

by Fax

Associate Administrator for Enforcement
National Highway Traffic Safety Admin.
400 Seventh Street, S.W.
Washington D.C. 20590

140.068
01V-~~044.025~~① of ④

Subject: Vehicle Safety Defect Initial information Report

Pursuant to Part 573.5, this Vehicle Safety Defect Initial Information Report is submitted by Motor Coach Industries, Inc. (MCI).

This report relates to certain tie-rod ends (designated Model 20-EDL) that TRW had manufactured and shipped to ArvinMeritor between July 5, 1999 and October 18, 1999. Our contact at Bendix is:

Mr. G. T. Bowman
Manager, Product Assurance
ArvinMeritor Inc.
2135 West Maple Road
Troy, Michigan 48084
Phone: (248) 435-1725

- (11) RECALL NUMBER ASSIGNED: MCI bulletin # 189, NHTSA Recall No.: OOE-047-7
- (12) VEHICLE MODELS INVOLVED: MCI 102D3, 102DL3, and 102DLS3 series
- (13) MODEL YEARS INVOLVED: 1999 through 2000
- (14) OTHER IDENTIFICATION NECESSARY TO DESCRIBE VEHICLES:
Units 52468 through 53064
- (15) VEHICLE MANUFACTURING DATES: 8/99 through 3/00.
- (16) VEHICLE POPULATION INVOLVED. Current estimate is approximately 596 vehicles. This quantity represents an estimate of the total vehicle population in the U.S. and Canada.
- (17) PORTION OF POPULATION ESTIMATED TO CONTAIN DEFECT: 100%.
- (18) DESCRIPTION OF DEFECT: TRW Commercial Steering Systems (TRW) has determined that a potential defect exists which relates to motor vehicle safety in certain TRW 20-EDL model ball-sockets
- (19) RISK TO MOTOR VEHICLE SAFETY: TRW advises that the TRW 20-EDL model ball-socket assemblies may separate due to premature wear in some applications. If the TRW 20-EDL model ball-socket assembly were to

separate, there could be a loss of vehicle steering control in some applications, possibly resulting in personal injury and/or damage to property.

CHRONOLOGY OF PRINCIPAL EVENTS WHICH LED TO DETERMINATION OF A SAFETY DEFECT:

- (20) Early November, 2000 received notification from ArvinMeritor of possible failures involving TRW tie rod ends.
- (21) Mid November to Early December 2000 searched and generated unit population and customer list
- (22) December 2000 reviewed service records and communicated with field service reps. to determine if any such failures had occurred on any identified vehicles.
- (23) December 20, 2000 no reported failures.
- (24) Proceeds to prepare recall notice as preventative action.
- (25) PROGRAM TO BE TAKEN TO REMEDY DEFECT: MCI will utilize a combined letter and telephone notification process. Customers included in the recall will be contacted by a call center to establish a date for the affected vehicle to be brought in to an MCI service facility and have the repairs made.

THE SCHEDULE FOR THIS RECALL IS:

- (26) Notify Field and Customers: 01/2001 Completion 12/2001

PROCEDURE TO INFORM SECRETARY OF FAILURE TO REMEDY

WITHOUT CHARGE: Paragraph to be added to owner notification letter as follows: "If you take your vehicle to your dealer on a mutually agreed upon service date and the dealer does not remedy this condition without charge on that date or within five days, you can obtain assistance by following the procedure described in the Owner Assistance Guide section of your Owner's Manual. You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4Z35 if your dealer fails to remedy or is unable to remedy this condition without charge or within a reasonable time."

The undersigned should be contacted for any additional information regarding this recall on (204) 287-4982.

Very truly yours,
Motor Coach Industries, Inc. (MCII)

Paul Murphy,
Regulatory Compliance Advisor
Enclosure
cc: Roberto Cordaro, CEO MCII
Timothy Nalepka, Gen. Council, MCII

(Customer name & address)
(date)

SUBJECT: Campaign Notice: Model 20-EDL Tie Rod End Sockets
manufactured by TRW and shipped to ArvinMeritor from July 5, 1999 through
October 18, 1999.

NHTSA Recall No.: OOE-047-?

Ref.: FCP Bulletin 189

Dear Customer:

Motor Coach Industries, Inc. ("MCI") has been notified by TRW and ArvinMeritor (formerly Meritor Automotive) that a potential defect exists in certain tie-rod ends (designated Model 20-EDL) that TRW had manufactured and shipped to ArvinMeritor between July 5, 1999 and October 18, 1999, which were installed in MCI 102D3, 102DL3, and 102DLS3 series coaches (between Units 52468 through 53064).

Safety Defect and Warning:

TRW Commercial Steering Systems (TRW) has determined that a potential defect exists which relates to motor vehicle safety in certain TRW 20-EDL model ball-sockets

TRW advises that the TRW 20-EDL model ball-socket assemblies may separate due to premature wear in some applications. If the TRW 20-EDL model ball-socket assembly were to separate, there could be a loss of vehicle steering control in some applications, possibly resulting in personal injury and/or damage to property.

What Will MCI Do:

You will be contacted shortly by a service provider for MCI to schedule an appointment at the earliest opportunity to have this defect corrected. Your vehicle will have the suspect TRW 20-EDL model ball-socket assemblies replaced with the appropriate size TRW DL ball-socket assemblies at our service provider's repair facility.

We ask your co-operation in repairing this defect as quickly as possible.

If you have any concerns or difficulties in relation to the Field Change Program, or if you are not contacted by our representative within 3 weeks of receipt of this letter, please contact our Customer Service Line at 1-800-241-2947.

You may also submit a complaint to:

The Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW.
Washington, DC 20590

Or call the toll free Auto Safety Hotline at 800-424-9393 (Washington, DC area residents may call 202-366-0123),

What Will It Cost:

There will be no cost to you for this retrofit for either labor or parts.

MCI's records indicate that you are the owner or operator of the following unit(s) affected by this Field Change Program.

«unit_number»

What If You Sold the Vehicle:

If you have sold or otherwise transferred the vehicle(s) identified above, please contact the MCI Customer Service Line at 1-800-241-2947 with all information you have regarding the current owner/operator of the vehicle(s), so that we can ensure that the vehicles are corrected.

Motor Coach Industries apologizes for any inconvenience this may cause, but urges you to implement the Field Change Program as soon as possible, for your and your passengers' safety and satisfaction.

Sincerely,

Motor Coach Industries, Inc.

U.S. and Canadian Service Departments